



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**  
Division of Workforce Solutions  
Bureau of Partner Services

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

**FROM:** Amy Mendel-Clemens  
CARES Call Center  
Policy and Systems Communications Section

**SUBJECT: NEW LANGUAGE CODES**

---

**CROSS REFERENCE:** None.

**EFFECTIVE DATE:** Immediately.

**PURPOSE**

Additional language codes have been added to the CARES Table TLAG. The purpose of this language information is to improve understanding of the interpretation needs of our clients and improve the ability to communicate with them.

**BACKGROUND**

Federal law requires that agencies provide key information necessary for participation in the program in their native language for clients with Limited English Proficiency.

**ACTION**

Language information is gathered on several CARES screens:

- CRIN
- CRCA
- CRPR
- ANDA
- WPEN
- WPWC
- ACCH
- ACCP

**BPS OPERATIONS MEMO**

**No.:** 02-17

**File:** 1126  
1199

**Date:** 03/01/2002

**Non W-2 [X] W-2 [X] CC [X]**

**PRIORITY:** High

Workers should update the language entries on the appropriate screens at intake and at the time of review (see Table TLAG for codes). Language codes should be entered for participants for whom English is a second language and for those who indicate they would like communication in a language other than English. Participants for whom Spanish is identified on screen ACCH as the primary language spoken will receive notices in Spanish. CARES will generate notices in English for all other participants. If Spanish is identified on screen ACCP, the CAF will print out in Spanish. CARES will generate the CAF in English for all other participants.

There are several forms available in the DWS forms repository which have been translated into other languages including Bosnian, Russian, Hmong, Spanish, Albanian and Vietnamese. These forms have a language indicator after the number (B, R, H, S, A, V). The forms repository is located at: <http://dwdworkweb/forms/>.

The printing of CARES documents, such as the CAF and notices/letters, is limited to English and Spanish only, with some documents (such as the Employability Plan) not available in Spanish. However, use of the language flags will allow workers to identify situations in which forms in a language other than English should be used and to identify participants for whom they will need to arrange for interpretation for interviews and program participation. This will also allow the State to gather information regarding the interpretation needs of our clients.

## **CONTACT**

DWS CARES Information and Problem Resolution Center

Email: [carpolcc@dwd.state.wi.us](mailto:carpolcc@dwd.state.wi.us)  
Telephone: (608) 261-6317 (Option #1)  
Fax: (608) 266-8358

**Note:** Email contacts are preferred. Thank you.